GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:157
ANSWERED ON:09.12.2015
Catering Policy
Nayak Shri B.V.;Ranjan (Pappu Yadav) Shri Rajesh

Will the Minister of RAILWAYS be pleased to state:

(a) the salient features of Railways catering policy;

(b) whether the Railways is implementing the said policy in letter and spirit and if so, the details thereof;

(c) whether the Government has revamped/proposes to revamp its catering policy and if so, the details thereof; and

(d) the steps taken by the Railways to improve quality of food served to passengers in trains and at railway stations?

Answer

MINISTER OF RAILWAYS
(SHRI SURESH PRABHAKAR PRABHU)

(a) to (d): A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO. 157 BY SHRI RAJESH RANJAN AND SHRI B.V. NAIK TO BE ANSWERED IN LOK SABHA ON 09.12.2015 REGARDING CATERING POLICY

(a): A new Catering Policy was introduced with effect from 21.07.2010 with the following objectives (i) To provide hygienic, good quality affordable food to the travelling public by adopting best trade and hospitality industry practices (ii) To provide catering services in a socially responsible manner from the least advantaged passenger to the relatively affluent (iii) To meet all the social objectives of the Government, including provision of reservations as per Government Directives issued from time to time.
The salient features of the Catering Policy 2010, in vogue, are as under:-
â€¢ In a paradigm shift, management and monitoring of all catering services (except Food Plaza, Food Courts and Fast Food Units) shifted from Indian Railways Catering & Tourism Corporation (IRCTC) to Zonal Railways so as to leverage Zonal Railways' vast and elaborate all-India network to effect a thorough supervision and control over catering activities.
â€¢ IRCTC to be responsible for managing the catering services at Food Plazas, Food Courts and Fast Food Units.
â€¢ Zonal Railways shall have an effective and transparent contract awarding, management and monitoring system.
â€¢ Emphasis to ensure availability of quality food for not-so-affluent classes of passengers by provision of Janta food, Jan Ahaar (economy combo-meals) and affordable regional cuisine.
â€¢ Supervision and monitoring strengthened by the zonal railway by deploying railway personnel to check quality and hygiene and take corrective actions including imposition of stringent penalties.
â€¢ Standard Bid Document for allotment of contracts has been designed with detailed parameters to ensure quality and hygienic food is supplied to passengers.
â€¢ Quality Assurance Mechanism through Third Party Audits to ensure quality of catering services.

(b): Yes, Madam. Implementation of Catering Policy is an on-going process. In compliance of the Catering Policy, 2010, the catering units including mobile units have been transferred to Indian Railways. Zonal Railways have finalized the tendering process of 235 pairs out of 338 pairs of mobile units based on the Standard Bid Document.

(c): A Committee has been set up to examine the entire gamut of issues relating to catering services on Indian Railways.

(d): Steps taken/are being taken to ensure that good quality and hygienic food is served to the passengers include: (i) Imposition of penalties in case of deficiencies detected in services. (ii) Introduction of station based E-Catering for widening the range of options available to passengers for ordering food of their choice. (iii) Introduction of precooked food ('ready to eat' meals) in the range of options available to passengers. (iv) Operation of centralized Catering Service Monitoring Cell (CSMC) (toll free number 1800-111-321) for prompt redressal of passenger grievances relating to the catering activities and real time assistance to travelling public. (v) Operation of all India Helpline (No.138) for rail-users to lodge complaints/suggestions regarding food and catering services.
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